## 1999-01 Performance Progress Report For Quarter Ending June 2001

Agency 110

### **Office of Administrative Hearings**

#### **Mission**

To hold fair and independent hearings for the public and for government agencies and to issue sound and timely decisions

Goal	To conduct high	quality hearings	and issue sound	decisions

Joan	ro conduct riigi	r quality ricarii	igo ana ioode .	souria accision	113			
Performance Measure	Percentage of runemployment	insurance ben	efits hearings					andards for
O.ut			Year 2000 ———				Year 2001	
Outcome Estimate	<u>Quarter 1</u> 90%	<b>Quarter 2</b> 90%	<b>Quarter 3</b> 90%	<b>Quarter 4</b> 90%	<u>Quarter 5</u> 90%	<b>Quarter 6</b> 90%	<b>Quarter 7</b> 90%	<b>Quarter 8</b> 90%
Estimate	90%	90%	90%	90%	90%	90%	90%	90%
Actual	95%	95%	95%	85%	90%	90%	75%	95%
Date Measured	10/15/1999							
Performance Measure	Percentage of re (excluding unen				ding OAH qua	ality standards	s for other cas	seloads
		Fiscal	Year 2000 ———	_	Fiscal Year 2001			
Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	95%	100%	95%	95%	100%	95%	100%	94%
Date Measured	10/15/1999							
Performance Measure	Percentage of c	· ·		isfaction ratinç	gs in response	· ·	,	
0			Year 2000		_		Year 2001 ———	
Outcome Estimate	<b>Quarter 1</b> 80%	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Actual	82%					81%		

**Goal** To provide timely hearings and decisions

8/1/1999

Date Measured

Page: 1

# 1999-01 Performance Progress Report For Quarter Ending June 2001

Agency 110

### Office of Administrative Hearings

Performance Measure	Percentage of a	III cases comp	leted within 90	days of the d	ate the appea	al was filed		
		Fiscal	Year 2000			Fiscal	Year 2001	
Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	80%	81%	82%	83%	83%	83%	81%	80%
Date Measured	10/15/1999							
Performance Measure	Percentage of u	. ,		nefits cases co	ompleted with	·		ppeal was
Outcome	Oversten 4		Year 2000 ———	Overten 4	Ouerter F		Year 2001 ———	Overter 9
Estimate	<b>Quarter 1</b> 60%	Quarter 2 60%	<b>Quarter 3</b> 60%	Quarter 4 60%	Quarter <u>5</u> 60%	<b>Quarter 6</b> 60%	<b>Quarter 7</b> 60%	Quarter 8 60%
Actual	68%	67%	64%	68%	70%	67%	57%	56%
Date Measured	10/15/1999							
Performance Measure	Percentage of u			nefits cases co	ompleted with	-		ppeal was
			Year 2000		Fiscal Year 2001			
Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5	Quarter 6	Quarter 7	Quarter 8
Estimate	80%	80%	80%	80%	80%	80%	80%	80%
Actual	85%	87%	84%	87%	86%	86%	84%	84%
Date Measured	10/15/1999							
Performance Measure	Percentage of o	other cases (ex	cluding unem	ployment insu	rance benefits	s cases) comp	oleted within a	applicable
	Fiscal Year 2000 ————			Fiscal Year 2001				
Outcome Estimate	<b>Quarter 1</b> 80%	<b>Quarter 2</b> 80%	<b>Quarter 3</b> 80%	<b>Quarter 4</b> 80%	<b>Quarter 5</b> 80%	<b>Quarter 6</b> 80%	<b>Quarter 7</b> 80%	<b>Quarter 8</b> 80%
Actual	92%	94%	93%	95%	94%	95%	94%	94%
Date Measured	10/15/1999							

Page: 2